

CLAIM AMENDMENTS:

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A method comprising:

sending a device type to a network element from a user device;

receiving, at the user device, a line-by-line user interface from the network element, the

line-by-line user interface including multiple user-selectable links to multiple

destinations for multiple question types per line item, wherein the line-by-line

interface is based at least partially on the device type;

presenting the line-by-line user interface, the line-by-line user interface enabling a user to

question individual line items in a transaction via the line-by-line user interface;

receiving a user input questioning at least one of the individual line items; and

sending data based on the user input to the network element for routing to a destination

based on an input type of the user input.

~~providing a line-by-line user interface to enable a user to question individual line items in~~

~~a transaction, wherein the user interface provides multiple user-selectable links to~~

~~multiple destinations for multiple question types per line item to facilitate routing~~

~~a user request to an appropriate destination based on its question type.~~

2. (Previously Presented) The method of claim 1, further comprising:

processing an extensible Markup Language (XML) representation of each of the

individual line items to create the line-by-line user interface, wherein the XML

representation includes tags within which the multiple user-selectable links per

line item are defined.

3. (Previously Presented) The method of claim 2, wherein the XML representation corresponding to a particular line item identifies a corresponding database from which data associated with the particular line item can be verified.

4. (Currently Amended) The method of claim 1, wherein for a line item, the multiple user-selectable links comprise a first link to question the line item, ~~and~~ a second link to dispute the line item, and a third link to correct the line item.

5. (Cancelled).

6. (Currently Amended) The method of claim 1, wherein the user device comprises a mobile communications device ~~for a line item, the multiple user-selectable links comprise a first link to question an amount of a product or a service associated with the line item and a second link to question a billing rate associated with the line item.~~

7. (Cancelled).

8. (Currently Amended) The method of claim 1, wherein the line-by-line user interface is presented by an interactive voice response unit ~~the multiple user-selectable links comprise a plurality of electronic mail addresses.~~

9. (Cancelled).

10. (Previously Presented) The method of claim 1, wherein the multiple user-selectable links comprise a first link that facilitates communication with a human to address a first question type, and a second link that facilitates machine-to-machine communication to address a second question type without requiring human intervention.

11. (Currently Amended) The method of claim 1, wherein the user interface is integrated with a workflow or business process management tool to enable modifying a maintainer to edit, ~~amend and extend a process of routing of~~ user requests.

12. (Currently Amended) A system comprising:

a user device adapted to present a line-by-line user interface to provide multiple user-selectable links to multiple destinations for multiple question types per line item, to enable a user to question individual line items in a transaction via the line-by-line user interface, to receive a user input questioning at least one of the individual line items, and to send data based on the user input to a network element for routing to a destination based on an input type of the user input.

~~a computer system to provide a line-by-line user interface to enable a user to question individual line items in a transaction, wherein the user interface provides multiple user-selectable links to multiple destinations for multiple question types per line item to facilitate routing a user request to an appropriate destination based on its question type.~~

13. (Currently Amended) The system of claim 12, wherein the user device is adapted to communicate with ~~computer system comprises~~ a user interface creator adapted to process an extensible Markup Language (XML) representation of each of the individual line items to create the line-by-line user interface, wherein the XML representation includes tags within which the multiple user-selectable links per line item are defined.

14. (Previously Presented) The system of claim 13, wherein the XML representation corresponding to a particular line item identifies a corresponding database from which data associated with the particular line item can be verified.

15. (Currently Amended) The system of claim 12, wherein for a line item, the multiple user-selectable links comprise a first link to question the line item, ~~and~~ a second link to dispute the line item, and a third link to correct the line item.

16. (Cancelled).

17. (Previously Presented) The system of claim 12, wherein for a line item, the multiple user-selectable links comprise a first link to question an amount of a product or a service associated with the line item and a second link to question a billing rate associated with the line item.

18. (Cancelled).

19. (Cancelled).

20. (Currently Amended) The system of claim 12, wherein the user device is adapted to present ~~computer system is to provide, for a line item,~~ an online form for a line item, the online form to receive user-entered text to direct to a user-selected one of the multiple user-selectable links.

21. (Previously Presented) The system of claim 12, wherein the multiple user-selectable links comprise a first link that facilitates communication with a human to address a first question type, and a second link that facilitates machine-to-machine communication to address a second question type without requiring human intervention.

22. (Previously Presented) The system of claim 12, wherein the user interface is integrated with a workflow or business process management tool to enable a maintainer to edit, amend and extend a process of routing user requests.

23. (Currently Amended) A computer-readable medium, comprising:
operational instructions, that when executed by a processor, cause the processor to
determine a device type of a user device capable of presenting a line-by-line user
interface to provide multiple user-selectable links to multiple destinations for
multiple question types per line item;
operational instructions, that when executed by the processor, cause the processor to
create the line-by-line user interface based at least partially on the device type;
operational instructions, that when executed by the processor, cause the processor to send
the line-by-line user interface to the user device;
operational instructions, that when executed by the processor, cause the processor to
receive from the user device a user input questioning at least one of the individual
line items; and
operational instructions, that when executed by the processor, cause the processor to
route the user input to a destination based on an input type of the user input.
~~having computer-readable program code to direct a computer system to provide a line-by-~~
~~line user interface to enable a user to question individual line items in a~~
~~transaction, wherein the user interface provides multiple user-selectable links to~~
~~multiple destinations for multiple question types per line item to facilitate routing~~
~~a user request to an appropriate destination based on its question type.~~

24. (Currently Amended) The computer-readable medium of claim 23, ~~wherein the~~
~~computer-readable program code~~ further comprising operational instructions, that when executed
by the processor, cause the processor ~~directs the computer system~~ to process an extensible
Markup Language (XML) representation of each of the individual line items to create the line-
by-line user interface, wherein the XML representation includes tags within which the multiple
user-selectable links per line item are defined.

25. (Previously Presented) The computer-readable medium of claim 24, wherein the
XML representation corresponding to a particular line item identifies a corresponding database
from which data associated with the particular line item can be verified.

26. (Currently Amended) The computer-readable medium of claim 23, wherein for a line item, the multiple user-selectable links comprise a first link to question the line item, ~~and a second link to dispute the line item, and a third link to correct the line item.~~

27. (Cancelled).

28. (Previously Presented) The computer-readable medium of claim 23, wherein for a line item, the multiple user-selectable links comprise a first link to question an amount of a product or a service associated with the line item and a second link to question a billing rate associated with the line item.

29. (Cancelled).

30. (Previously Presented) The computer-readable medium of claim 23, wherein the multiple user-selectable links comprise a plurality of electronic mail addresses.

31. (Currently Amended) The computer-readable medium of claim 23, ~~wherein the~~ further comprising operational instructions, that when executed by the processor, cause the processor ~~computer-readable program code is to direct the computer system~~ to provide, for a line item, an online form to receive user-entered text that is directed ~~to direct~~ to a user-selected one of the multiple user-selectable links.

32. (Previously Presented) The computer-readable medium of claim 23, wherein the multiple user-selectable links comprise a first link that facilitates communication with a human to address a first question type, and a second link that facilitates machine-to-machine communication to address a second question type without requiring human intervention.

33. (Previously Presented) The computer-readable medium of claim 23, wherein the user interface is integrated with a workflow or business process management tool to enable a maintainer to edit, amend and extend a process of routing user requests.